

# Experience of Care and Health Outcomes Survey: CY 2004 Summary for Network Meeting

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# Introduction to ECHO 3.0H

Experiences with Behavioral Health Care  
(Mental Health and Substance-Related)

Mail and Phone Survey

Completed by Caregivers

Based on two prior surveys:

- Mental Health Statistics Improvement Program (MHSIP)

- Consumer Assessment of Behavioral Health Services (CABHS)

# Methodology

## NCQA HEDIS Standardization

## Mixed Method Protocol

Four-waves of Mail

Telephone to Non-respondents

## Sampling

1. Age 3 – 21 years as of Jan 1, 2004
2. Registered on Jan 1, 2004
3. Registered for prior year with no break > 45 days

Sample Frame (N = 853) was census of all youth meeting inclusion criteria

# Final Sample: Youth Characteristics

	<b>Total</b>	<b>QUEST</b>	<b>Non-QUEST</b>
<b>Sample Size</b>	<b>263</b>	<b>94</b>	<b>169</b>
<b>Response Rate</b>	<b>36%</b>	<b>32%</b>	<b>38%</b>
<b>Female</b>	<b>36%</b>	<b>31%</b>	<b>38%</b>
<b>Age (Mean Years)</b>	<b>15.3</b>	<b>15.4</b>	<b>15.2</b>
<b>Race</b>			
<b>White</b>	<b>37%</b>	<b>33%</b>	<b>39%</b>
<b>Nat. Haw. or Oth. Pac. Isl.</b>	<b>33%</b>	<b>39%</b>	<b>30%</b>
<b>Asian</b>	<b>25%</b>	<b>31%</b>	<b>21%</b>
<b>Other</b>	<b>15%</b>	<b>14%</b>	<b>16%</b>
<b>Amer. Indian or Alaska Nat.</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>
<b>Black or African-American</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>

# Final Sample: Caregiver Characteristics

	Total	QUEST	Non-QUEST
Female	79%	81%	78%
Age			
18 to 24	7%	12%	5%
25 to 34	11%	9%	13%
35 to 44	33%	27%	37%
45 to 54	29%	33%	27%
55 and over	12%	15%	10%
No Answer	7%	5%	8%
Race			
Same Pattern as Youth			
Hispanic or Latino	14%	15%	13%

# Final Sample: Reason for Services

	<b>Total</b>	<b>QUEST</b>	<b>Non-QUEST</b>
<b>Personal Problems, Family Problems, Emotional Illness, or Mental Illness</b>	<b>94%</b>	<b>95%</b>	<b>93%</b>
<b>Substance Abuse</b>	<b>32%</b>	<b>33%</b>	<b>31%</b>

# Final Sample: Locus of Services

	<b>Total</b>	<b>QUEST</b>	<b>Non-QUEST</b>
<b>One or More Visits to Emergency Room or Crisis Center</b>	<b>18%</b>	18%	18%
<b>Call for Counseling on Phone</b>	<b>44%</b>	45%	43%
<b>Needed Counseling or Treatment Right Away*</b>	<b>57%</b>	65%	52%
<b>One or More Treatment Program Visits</b>	<b>71%</b>	69%	73%
<b>Prescription Medications as Part of Treatment</b>	<b>84%</b>	83%	84%

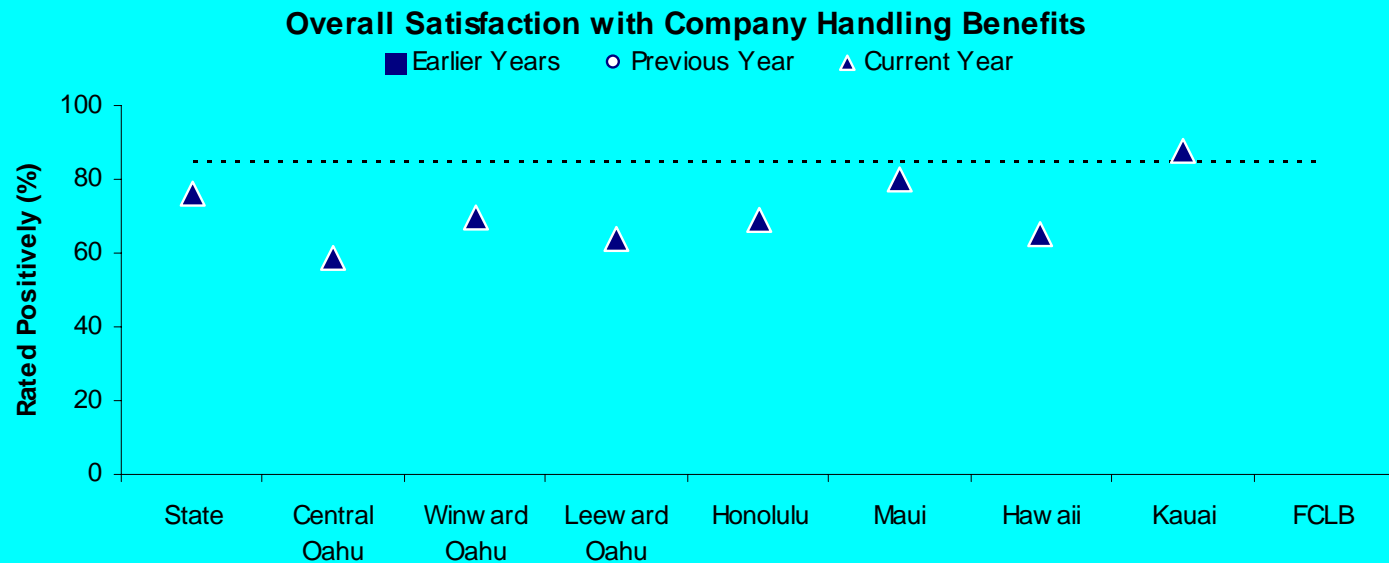
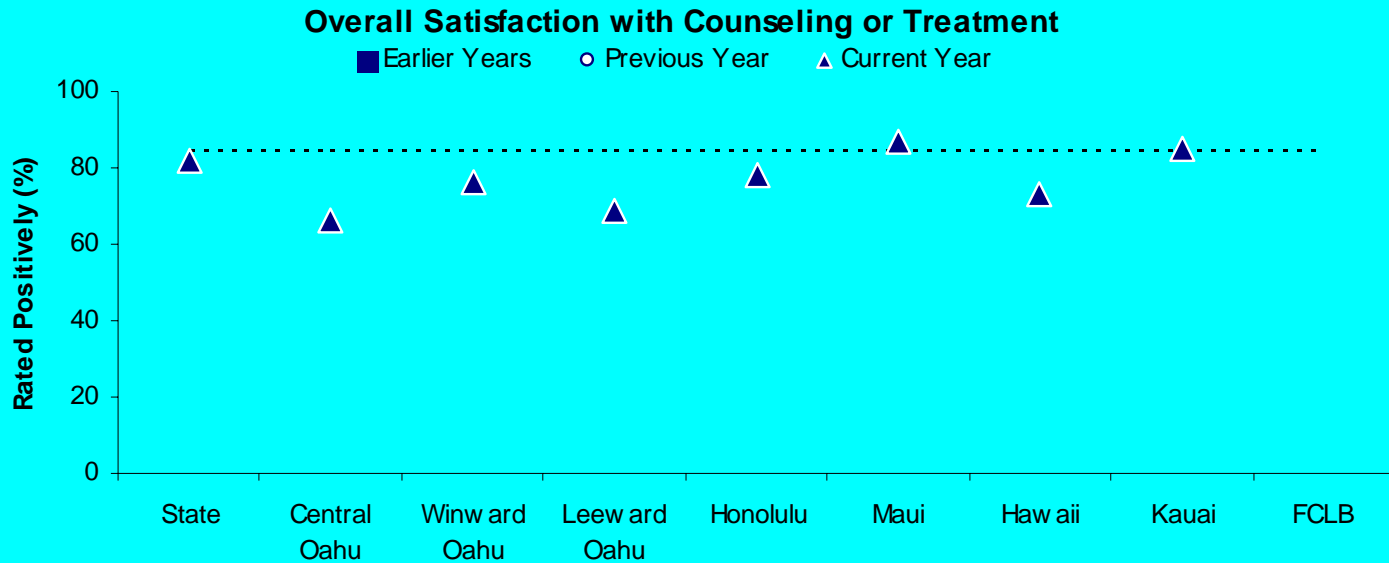
\* Significant difference between QUEST and Non-QUEST using 95% confidence level

# Survey Results: Overall Services

	Total	QUEST	Non-QUEST
Reported Positively ( $\geq 6$ of 10) about <b>Counseling or Treatment</b>	82%	87%	79%
Reported Positively ( $\geq 6$ of 10) about <b>Company Handling Benefits</b>	76%	75%	78%



# Survey Results: FGC

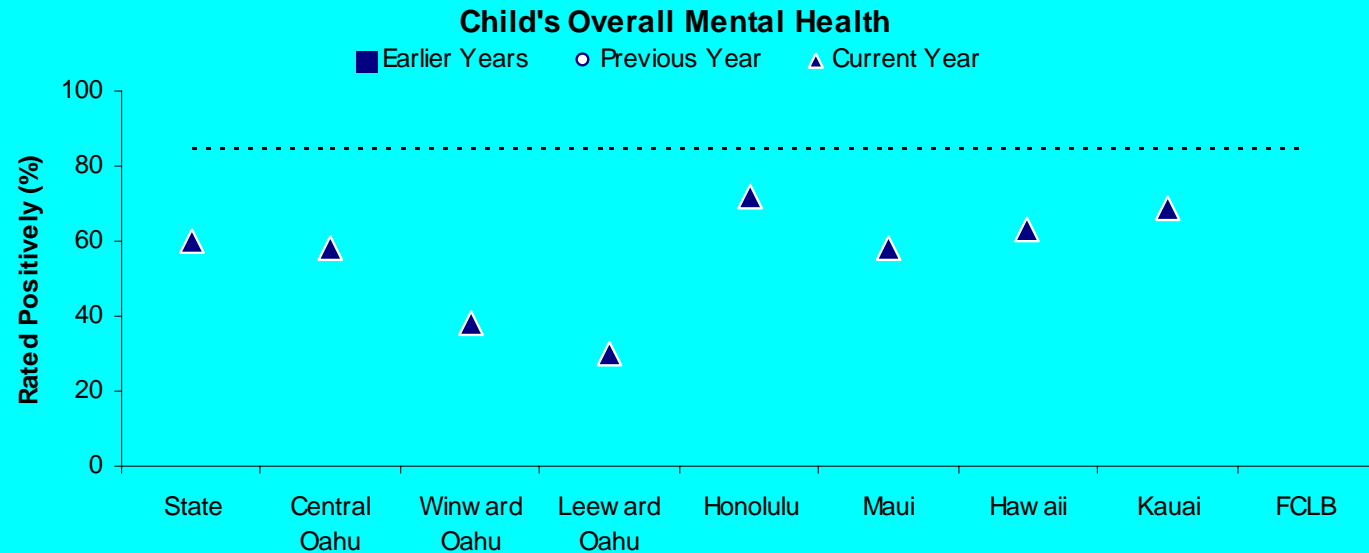
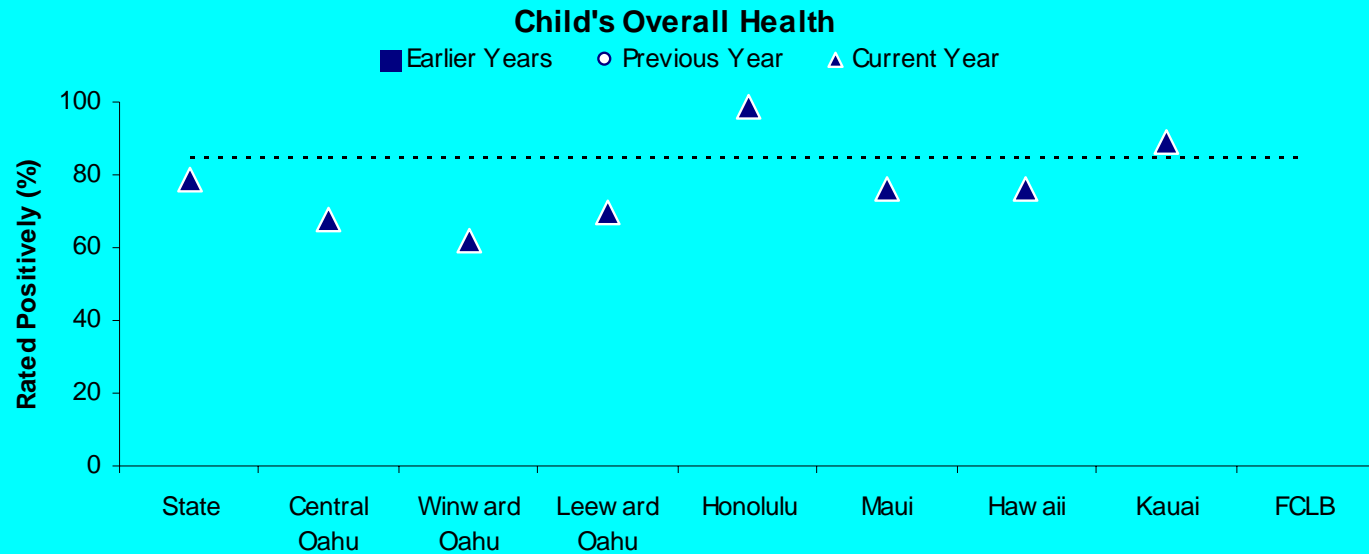


# Survey Results: Health Status

	Total	QUEST	Non-QUEST
Reported Good to Excellent Overall Health*	79%	71%	85%
Reported Good to Excellent Mental Health	60%	50%	65%

\* Significant difference between QUEST and Non-QUEST using 95% confidence level

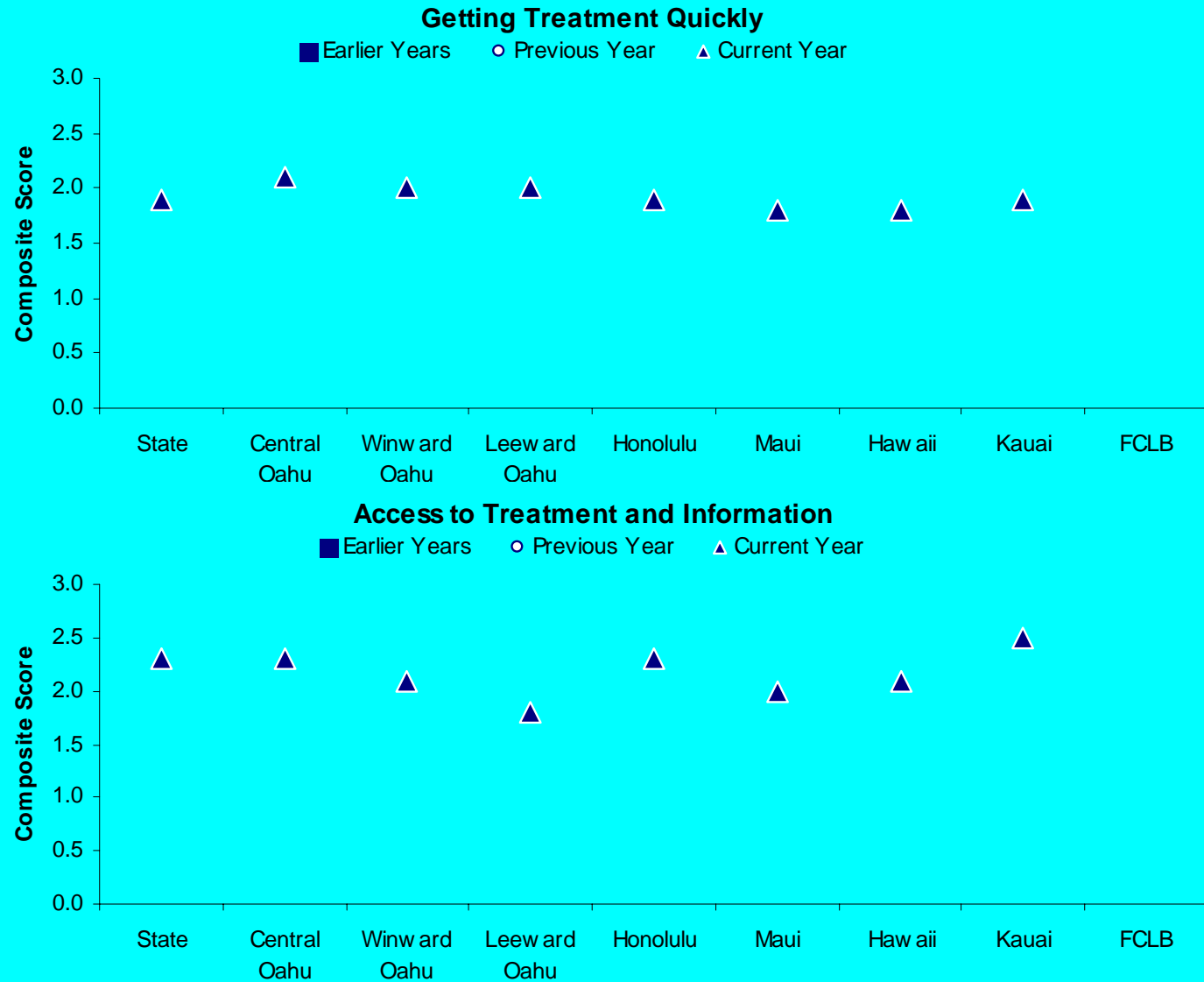
# Survey Results: FGC



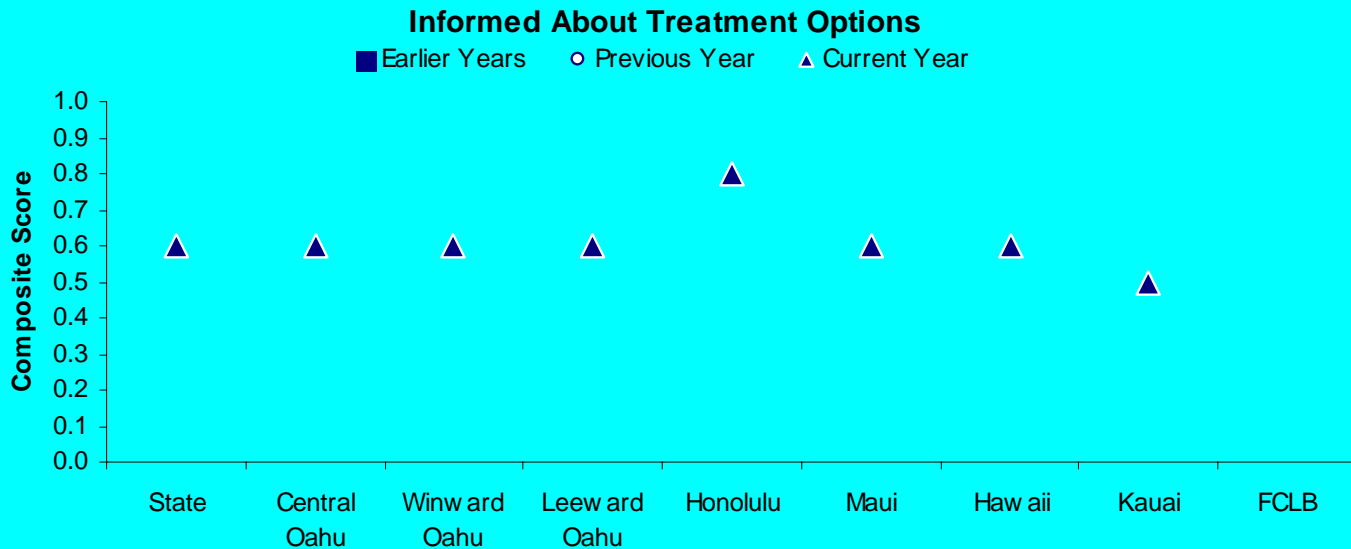
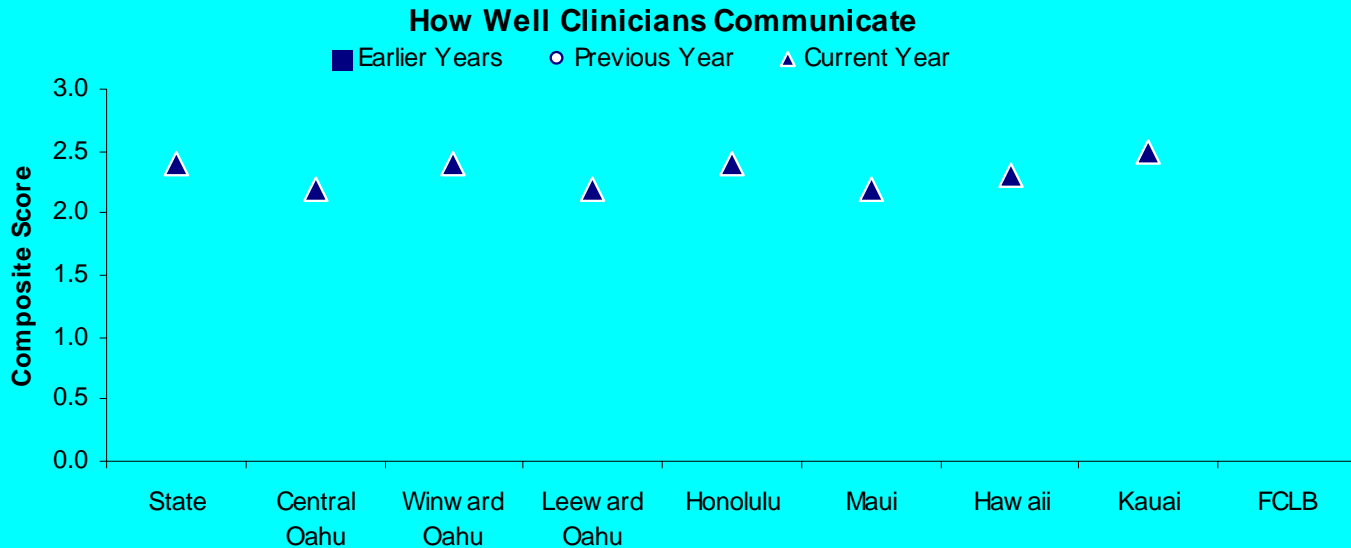
# Survey Results: Domain Composites

	<b>Total</b>	<b>QUEST</b>	<b>Non-QUEST</b>
<b>How Well Clinicians Communicate</b> (Scale 1 – 3)	<b>2.4</b>	<b>2.4</b>	<b>2.3</b>
<b>Access to Treatment and Information</b> (Scale 1 – 3)	<b>2.3</b>	<b>2.3</b>	<b>2.2</b>
<b>Getting Treatment Quickly</b> (Scale 1 – 3)	<b>1.9</b>	<b>1.9</b>	<b>1.9</b>
<b>Informed about Treatment Options</b> (Scale 0 – 1)	<b>0.6</b>	<b>0.6</b>	<b>0.6</b>

# Survey Results: FGC



# Survey Results: FGC



# Survey Results: Access and Availability

	Total	QUEST	Non-QUEST
Reported Positively About Access & Availability	79%	78%	79%

Note: Calculated as an aggregate of the Access to Treatment and Information and Getting Treatment Quickly composites based on principal components analysis.

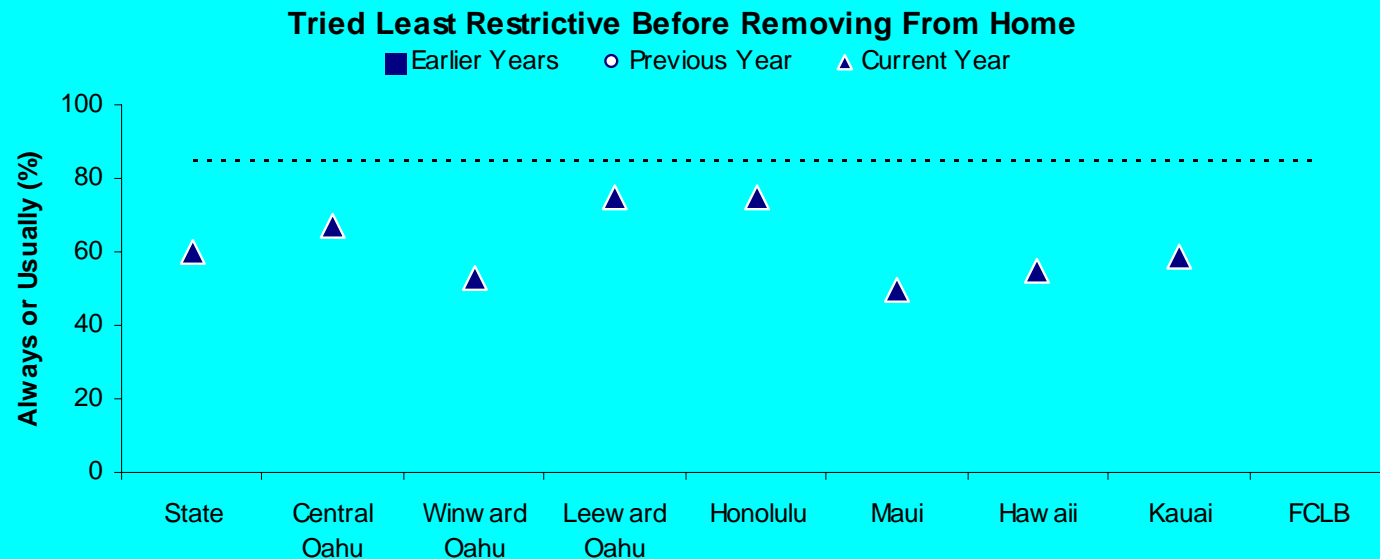
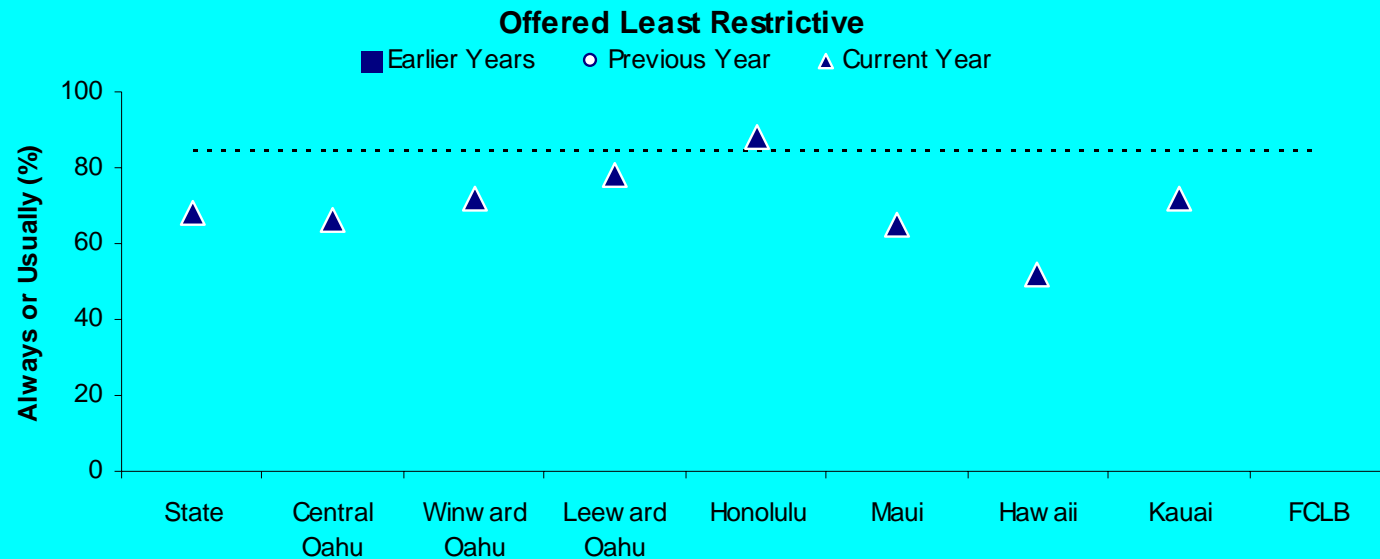
# Survey Results: Least Restrictive Services

	<b>Total</b>	<b>QUEST</b>	<b>Non-QUEST</b>
<b>Usually or Always Offered Least Restrictive Services</b>	<b>68%</b>	68%	68%
<b>Considered Removing Child from Home*</b>	<b>45%</b>	58%	38%
<b>If Considered Removal, Usually or Always Tried In-Home Services</b>	<b>60%</b>	72%	58%

\* Significant difference between QUEST and Non-QUEST using 95% confidence level



# Survey Results: FGC



# Summary: Total Sample

Over 80% report favorably regarding their counseling and treatment

Over 75% report favorably regarding CAMHD as a company managing benefits

Communication, family involvement, information about treatment options, and consumer rights information remain areas of strength

Getting treatment quickly is area for improvement

In particular, the telephone is a key consumer access point and telephone responsiveness could be improved

# Summary: QUEST vs. Non-QUEST

## QUEST Sample Reported:

↑ Need Counseling or Treatment Right Away

↓ Overall Health

↑ Consider Removing Youth From Home

# Recommendations

Repeat ECHO Next Year

Use Problem Items 43 – 46 from MBHO version

Compare to National Results when Available in Fall

Review procedures for identifying consumers who request a change in provider

Revise QAIP Workplan to reflect ECHO indices

Improve telephone responsiveness